

Customer Bulletin

Simply Better Service



As part of our **SIMPLY BETTER SERVICE** campaign, we are seeking ways to provide timely information on planning & development-related services. This bulletin includes a quick listing of programs/ services which may assist you in submitting/ processing plans with the city of Scottsdale.

After reading, please take a minute to let us know how we can better serve your needs and what type of information would be useful to you. Send an e-mail to planninginfo@scottsdaleaz.gov.

Thank you for your time and your input.

Key 2005 Enhancements:

Additional staff added to One Stop Shop reduces average wait times.

- Feb avg was 43 minutes;
- Nov avg was 15 minutes.

The online **e-application** saves 15 - 20 minutes at the counter when submitting plans. Use the e-app for Single-Family, Multi-Family, Commercial, Civil and TIs.

www.scottsdaleaz.gov/onestopshop

Digital Submittal process for Tenant Improvements and Single Family allows customers to complete the Plan Review process without stepping foot in city offices.

www.scottsdaleaz.gov/bldgresources/digital

The **Developer Resources** page has been redesigned and updated to better serve our customers. A number of key resources have been gathered to one convenient page - be sure to add to your favorites!

www.scottsdaleaz.gov/bldgresources/developer

A new, alphabetical listing of **department forms** offers quick access to over 250 forms, checklists and submittal guides.

www.scottsdaleaz.gov/bldgresources/forms

Best Kept Secret: **Digital Map Center** provides land, water, sewer, ESL land-forms, and much more.

eservices.scottsdaleaz.gov/dmc

What's Included in This Bulletin?

- Process Updates
- Service Enhancements
- Online Resources
- Staffing Changes & Bios
- New Publications



PLANNING & DEVELOPMENT SERVICES DEPARTMENT



Customer Relations Office

7447 E Indian School Road, Suite 100A
 Phone: 480-312-7800 Fax: 480-312-7088
 E-mail: PlanningInfo@ScottsdaleAZ.gov

2005 - Year of Digital Submittal & Review

Scottsdale is proud of our new digital plan application and review collaboration tool. Digital Plan Review enables plan submittal, payment, and staff review/approval to all occur electronically - reducing (and potentially eliminating) trips to the One Stop Shop and ensuring enhanced collaboration, resulting in plans be finalized as effectively and efficiently as possible.

Currently available for Tenant Improvements and Single-Family projects (where zoned for single-family), the process will be opened up to other project types in 2006. Under consideration for digital submittal: maps of dedication, wireless communication facilities.

Digital seal and signature acceptance per the Board of Technical Registration. Call 602-364-4930 for more information.

Staying informed... the painless way

Once a week, the city distributes an electronic **"Development Update"** bulletin that includes information about key projects, new submittals, and services designed for planning and development customers.

To subscribe just enter your e-mail address and click on **Development Update** – you can unsubscribe at any time:

www.scottsdaleaz.gov/listserve

Home Improvement Center

What you need to know

We have compiled a list of issues/topics that need to be considered BEFORE starting a single-family residential project (new or remodel). This quick list is intended to inform customers about **issues that may impact the cost/processing time** required for their project:

www.scottsdaleaz.gov/bldgresources/MyHome/need2know.asp



Recent Web Site Enhancements

Additions, Revisions, and Redesigns can be seen all over the web, with more changes to come later this year...

New

Self Service Center:

www.scottsdaleaz.gov/bldgresources/SelfService.asp

Over 250 Forms Now Online:

www.scottsdaleaz.gov/bldgresources/Forms/

Home Improvement Center:

www.scottsdaleaz.gov/bldgresources/MyHome/

Redesigned

Developers Resources:

www.scottsdaleaz.gov/bldgresources/Developer/

Realtors Resources:

www.scottsdaleaz.gov/bldgresources/Realtors/

Expanded

Zoning Code Information:

www.scottsdaleaz.gov/codes/zoning/

New Inspections Procedure Verifying Building Height

Beginning Jan '06, the 3rd required measurement for a #33 Lowest Floor Certification inspection is required after all floors are poured, building framed and ready for a #14 Roof Deck - Strap & Shear inspection.

In conjunction with measuring the finished floor, the building ridgeline will be measured as well to verify height is per approved plans.

If there are any discrepancies between what's approved on the plan, the rough inspections will not be approved. This will enable the customer to fix any building height problems before proceeding.

Questions? Call Inspection Services at 480-312-5750.



Frank Gray
General Manager

Contact information:
fgray@ScottsdaleAZ.gov
(480) 312-2459

Frank Gray joined the department as the new General Manager at the end of August 2005.

Frank has more than 30 years of urban planning experience in the Denver area and northern California. Prior to coming to Scottsdale, he was the director of community planning and development for the city of Lakewood, Colorado, where he has served since 1992.

He previously served as the director of planning and community development for the city and county of Denver, the city of Boulder and the city of Petaluma, California. He has also served as a partner or associate with multiple urban planning consulting firms in Colorado and California.

Frank has led several urban planning projects of national significance. He had primary responsibility for the planning and economic development aspects of Denver's \$2.5 billion New Airport Development Project (Denver International Airport), was the founder and executive director for the Boulder Downtown Management Commission; and authored one of the nation's first growth management plans for Petaluma.

He has a master's degree in urban planning from California State University in San Jose and has studied at the University of Uppsala in Sweden. In his "spare time," Frank has lectured on urban planning issues at the University of Colorado, Golden Gate University and California State Universities; and he has been active with the American Institute of Architects.



Michael Clack
Chief Development Officer

As CDO, he is responsible for overseeing the Plan Review and Inspection Services Divisions.

Contact information:
mclack@ScottsdaleAZ.gov
(480) 312-7080

Michael Clack, Chief Development Officer / Building Official, joined the Planning & Development Services Department in the Fall of 2004.

His extensive qualifications include:

- 24 years of public and private sector development services experience in Texas, the last 16 years in management level roles
- Supervision of 117 staff and management of a \$4 million budget in plan review and construction inspection services for a rapidly growing community of over 1 million population
- Over 14 years' experience with the City of San Antonio Building Inspections Department

Mr. Clack received his Bachelor of Architecture from Texas Tech University and is a Certified Building Official (ICBO).

We're Hiring!

Check our web site frequently for new postings:

www.ScottsdaleAZ.gov/Jobs



MEET SCOTTSDALE'S NEW ADA COORDINATOR.

Denise Labrecque has joined the city of Scottsdale as the ADA (Americans with Disabilities Act) Coordinator. Her office is located in One Civic Center, 7447 E Indian School Road, Suite 125. Denise will be serving as a primary contact for questions/inquiries related to ADA issues. This position is also responsible for documenting calls/issues and resolution; ensuring that new city buildings are accessible; and coordinating the modification of existing buildings to meet accessibility standards. **Her phone number is (480) 312-2246 or e-mail ADA@ScottsdaleAZ.gov.**

Additional ADA related information is available on the city's web site at:
www.scottsdaleaz.gov/accessible

Recent enhancements to the One Stop Shop –

We have added the following services to better meet your needs:

- ✓ Now **staffed by a planner (from 8 a.m. to 5 p.m. - opens 9 a.m. on Wednesdays)** to respond to questions about zoning, setbacks and planning submittal process requirements
- ✓ Now **staffed by an over-the-counter plan review (from 8 a.m. to 4:30 p.m. - from 10:00 a.m. on Wednesdays)** to expedite processing of plans for residential projects under 1,000 feet (where not regulated by the Environmentally Sensitive Lands Ordinance).
- ✓ A **customer queue** – Check in with the receptionists when you arrive and we monitor wait time to ensure the quickest possible service delivery.
- ✓ **Commitment to consistent plan review** – First review is completed within 35 days, second review within 25 days.
- ✓ **On-line setback request form** – submit your request on-line and get a response within 1-3 days:
www.scottsdaleaz.gov/bldgresources/setbacks.asp

Monitoring development activity?

Check Project Status - use the Specialized Search Tools at:

www.scottsdaleaz.gov/bldgresources/records/

Projects / requests that are currently under review:

www.scottsdaleaz.gov/projects

Recently submitted cases (updated nightly):

eservices.scottsdaleaz.gov/cases/weeklyreports.aspx

Keeping an eye of subdivision plats couldn't be easier; just click on "Preliminary Plats" at:

www.scottsdaleaz.gov/projects/ProjectsInProgress/

Planning & Development Services

Customer Relations

(480) 312-7800

PlanningInfo@ScottsdaleAZ.gov

Current Planning Services

(480) 312-7000

Planning & Design Services

(480) 312-7990

Plan Review

(480) 312-7080

Inspections & Land Survey

(480) 312-5750

Permit Services / One Stop Shop

(480) 312-2500

Records

(480) 312-2356

New Publications:

The Design Standards & Policy Manual (DS&PM) which includes engineering/design standards for project built in Scottsdale has been updated and expanded. This updated information is available:

- As a hard copy binder (\$75)
- As a CD (\$25)
- On the city's web site (free) at:

www.scottsdaleaz.gov/design/DSPM/

Single-Family Plan Requirement Checklist are now available.

Organized by Zoning Type (ESL, HD, FO, Non-ESL), the checklists contain plan notes, required information, and alerts to common mistakes or omissions.

Online at www.scottsdaleaz.gov/bldgresources/forms.

Construction Document Requirements for Commercial & Multi-Family are sent after DRB approval. For a sneak peak at the list of requirements (non-customized), visit:

www.scottsdaleaz.gov/bldgresources/Comm-ConstrDocReqs.asp

Revitalization Workbooks - Home Improvements, Landscaping and Green Remodeling. Step-by-Step guides to help homeowners invest in improvements to existing housing.